



STATE OF MAINE
PUBLIC UTILITIES COMMISSION

THOMAS WELCH
CHAIRMAN

VENDEAN V. VAFIADES
DAVID P. LITTELL
COMMISSIONERS

KAREN GERAGHTY
ADMINISTRATIVE DIRECTOR

CAD Bulletin No. 2011- 05

TO: All Water Utilities

FROM: Derek D. Davidson, Director, Consumer Assistance Division (CAD)

DATE: December 19, 2011

SUBJECT: CAD Interpretation of Chapter 660, Section 11(E) - Medical Emergency Renewals

.....

The CAD has received questions regarding the medical emergency renewal section of Chapter 660. Specifically, we were asked if the limitation of three medical emergency certifications within a 12-month period contained in section 11(E) begins with the effective date of the new rule (January 1, 2012) or if medical emergency certifications used prior to the effective date of the rule, but within the past 12 months, would count towards the limitation.

The CAD's opinion regarding this question is that medical emergency certifications used prior to the effective date of the rule should not be included towards the three certification limit established by section 11(E). Essentially, all customers will start with zero medical emergency certifications as of the effective date of the new rule, i.e., January 1, 2012. This is consistent with what occurred when Chapter 815 was revised (effective April 16, 2008) to limit the number of medical emergencies a customer could declare to three.

We recommend that you consider providing notice of this limitation to those customers who have declared three or more medical emergencies during 2011. This notice should inform customers that Chapter 660 limits the number of medical emergencies that a customer can declare to three during a 12-month period, makes customers aware that a reasonable payment arrangement should be negotiated (if they are not currently on one), and includes information regarding financial assistance programs.

Please contact me at 287-1596 or at Derek.d.davidson@maine.gov if you have questions regarding this interpretation.